

Events Casual Assistant

We have some exciting opportunities to join our Zoo Events team on casual contracts. This role will involve assisting in all aspects of delivering our commercial zoo events, family fun days and conferences, providing exceptional customer service.

Casual work will involve varied hours including weekdays, weekends, evenings, Bank Holidays, and seasonal periods so there is something for everyone!

If you are interested in joining our team, please apply by completing our application form.

Closing Date: 18 March 2024

Potential Interview Date: W/C 25 March 2024

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Events Casual Assistant

Role Profile

Job Title: Events Assistant

Hours: Varied hours on casual contracts

Location: Marwell Wildlife

Reports to: Senior Events Manager

Management: None

Role Purpose and Role Dimensions:

- Assist the Senior Events Manager in the operational delivery of park and commercial events, family fun days and conferences within Marwell
- To assist the Senior Events Manager in the delivery of departmental objectives in line with the five year and annual business plans
- Engage with and provide excellent guest service to all guests in line with Marwell's brand values
- Participate in the setting up/install and taking down of Events and Corporate function areas including cleaning of all areas
- Actively engage with and support guests during their visit, answering questions and offering help, running activities, servicing refreshments, and giving advice about all aspects of the zoo or Event/Function/Experience
- Maintain high standards of cleanliness in all event areas

Financial Dimensions:

- Accurate and efficient use of till
- Accurate and efficient cash handling
- Adhere to departmental cash handling policy and procedure

Key Internal Contacts:

- Line Manager – Senior Events Manager
- Catering Team
- Retail, Admissions & Supporter Team
- Guest Experience Team
- Head of Commercial Operations
- Commercial Director
- Internal customers – meetings and conferences on-site

Key External Contacts:

- Our zoo guests - to deliver great service and experience
- Commercial event and corporate guests
- External clients
- Product and service contractors and suppliers

The Role

- To assist in the practical delivery and day to day operation of commercial & park special events, conferences, and experiences within the zoo. The requirements of the role will be dependent on the needs of the particular activity and/or event/experience
- To participate in and run activities as part of bookable commercial events and experiences as required
- To assist in the set up/install and take down of event areas and corporate functions as required
- To ensure that all event and conference areas and facilities are maintained in a safe, clean and hygienic condition in accordance with departmental procedures
- To monitor, check and record the departments stock levels and equipment as required by the Senior Events Manager

General:

- To be aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife
- Proactively engage with our guests to offer assistance or advice to enhance their visit. Answer queries and provide any information in a professional, knowledgeable, and friendly manner
- To handle cash and other payments ensuring monies are dealt with as per cash handling policy and procedure
- Ensuring operating procedures and standards are followed
- Maintain effective communication with line manager, colleagues, and other teams to ensure that department needs and operations are in line with the organisation and do not impact negatively on others
- To participate in training courses as required
- To use the park radio system as per procedure
- To be familiar with all emergency procedures and participate in drills
- Attend regular team meetings and briefings as required
- Compliance with departmental uniform requirements
- To undertake any other duty deemed reasonable as required by the Senior Events Manager or Head of Commercial Operations
- Identify with and contribute to Marwell Wildlife brand values, mission and charitable objectives.
- Adhere to health and safety policy and procedures

The Candidate

Qualifications & Experience

Essential:

- Ability to work well in a team
- Basic understanding of health and safety requirements
- Able to undertake a range of physically active tasks, including, bending, sweeping, climbing ladders, repetitive movements, some heavy lifting and working outside in all weathers
- Good attention to detail
- Good numeracy and literacy skills
- Able to work under pressure and to deadlines

- Ability to deliver exceptional guest service
- Good verbal and written communication skills
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs

Desirable:

- Previous events/guest service experience
- Hospitality experience
- Cash handling and till operation
- Stock control

Other:

- Full driving licence valid for the UK – due to the use of park vehicles
- Flexible approach to routines as due to the nature of the work, regular out of hours and anti-social hours will be required
- Frequent weekend and bank holiday work